## **Amendments to the Claims:**

This listing of claims will replace all prior versions, and listings of claims in the application:

## **Listing of Claims:**

1	1. (Original) A method for proactively managing a fault in a video and data		
2	network comprising:		
3	collecting network correlation data for the fault;		
4	automatically performing a physical connectivity test of the video and data		
5	network;		
6	collecting physical connectivity data from the physical connectivity test;		
7	automatically performing a virtual connectivity test of the video and data		
8	network;		
9	collecting virtual connectivity data from the virtual connectivity test;		
10	automatically correlating the network correlation data, physical connectivity data,		
11	and virtual connectivity data based on the fault; and		
12	providing a defined resolution procedure for resolving the fault using the		
13	correlated network correlation data, physical connectivity data, and virtual connectivity data.		
1	2. (Original) The method of claim 1, wherein the video and data network		
2	comprises a Digital Subscriber Line (xDSL) network.		
1	3. (Original) The method of claim 1, wherein the video and data network		
2	comprises a Very high bit rate DSL (VDSL) network.		
1	4. (Original) The method of claim 1, wherein collecting network correlation		
2	data comprises collecting data for upstream and downstream physical network elements from the		
3	fault.		

Appl. No. 09/921,283 Amdt. dated August 6, 2004 Reply to Office Action of May 6, 2004

1

2

14.

network comprising:

1	5.	(Original) The method of claim 1, wherein collecting network correlation
2	data comprises colle	cting data from a root cause analysis.
1	6.	(Original) The method of claim 1, wherein the physical connectivity test
2	comprises a Physica	I Loop Test.
1	7.	(Original) The method of claim 1, wherein the Physical Loop Test is de-
2	coupled from a Plain	n Old Telephone Service (POTS) tool.
1	8.	(Original) The method of claim 1, wherein the virtual connectivity test
2	comprises an Operat	ions And Maintenance (OAM) test.
1	9.	(Original) The method of claim 1, further comprising initiating the OAM
2	test with a service ar	rea identifier.
1	10.	(Original) The method of claim 1, wherein the corving area identifier
1	comprises a telephor	(Original) The method of claim 1, wherein the service area identifier
2	comprises a terephor	ie mumber.
1	11.	(Original) The method of claim 1, further comprising creating a repair
2	ticket for the fault.	
1	12.	(Original) The method of claim 1, further comprising dispatching a
2	technician to fix the	fault.
1	13.	(Original) The method of claim 1, further comprising fixing the fault using
2	the pre-defined resol	lution procedure.

(New) An apparatus for proactively managing a fault in a video and data

**PATENT** 

Appl. No. 09/921,283 Amdt. dated August 6, 2004 Reply to Office Action of May 6, 2004

3	logic to collect network correlation data for the fault;		
4	logic to automatically perform a physical connectivity test of the video and data		
5	network;		
6	logic to collect physical connectivity data from the physical connectivity test;		
7	logic to automatically perform a virtual connectivity test of the video and data		
8	network;		
9	logic to collect virtual connectivity data from the virtual connectivity test;		
10	logic to automatically correlate the network correlation data, physical connectivity		
11	data, and virtual connectivity data based on the fault; and		
12	logic to provide a defined resolution procedure for resolving the fault using the		
13	correlated network correlation data, physical connectivity data, and virtual connectivity data.		
1	15. (New) The apparatus of claim 14, wherein the video and data network		
2	comprises a Digital Subscriber Line (xDSL) network.		
1	16. (New) The apparatus of claim 14, wherein the video and data network		
2	comprises a Very high bit rate DSL (VDSL) network.		
1	17. (New) The apparatus of claim 14, wherein the logic to collect network		
2	correlation data comprises collecting data for upstream and downstream physical network		
3	elements from the fault.		
1	18. (New) The apparatus of claim 14, wherein the logic to collect network		
2	correlation data comprises collecting data from a root cause analysis.		
1	19. (New) The apparatus of claim 14, wherein the physical connectivity test		
2	comprises a Physical Loop Test.		

1	20. (New) The apparatus of claim 14, wherein the Physical Loop Test is de-
2	coupled from a Plain Old Telephone Service (POTS) tool.
1	21. (New) The apparatus of claim 14, wherein the virtual connectivity test
2	comprises an Operations And Maintenance (OAM) test.
1	22. (New) The apparatus of claim 14, further comprising logic to initiate the
2	OAM test with a service area identifier.
1	23. (New) The apparatus of claim 14, wherein the service area identifier
2	comprises a telephone number.
1	24. (New) The apparatus of claim 14, further comprising logic to create a
2	repair ticket for the fault.
1	25. (New) The apparatus of claim 14, further comprising logic to dispatch a
2	technician to fix the fault.
1	26. (New) The apparatus of claim 14, further comprising logic to fix the faul
2	using the pre-defined resolution procedure.
1	27. (New) A method for proactively managing a fault in a video and data
2	network comprising:
3	receiving an indication of a fault;
4	collecting network correlation data for the fault, wherein the network correlation
5	data indicates a network device that is causing the fault;
5	automatically performing a physical connectivity test of the video and data
7	network based on the network device in response to receiving the indication of the fault;
3	collecting physical connectivity data from the physical connectivity test;

Appl. No. 09/921,283 Amdt. dated August 6, 2004 Reply to Office Action of May 6, 2004

9	automatically performing a virtual connectivity test of the video and data network		
10	based on the network device in response to receiving the indication of the fault;		
11	collecting virtual connectivity data from the virtual connectivity test;		
12	automatically correlating the network correlation data, physical connectivity data		
13	and virtual connectivity data based on the fault in response to receiving the indication of the		
14	fault; and		
15	providing a defined resolution procedure for resolving the fault, wherein the		
16	defined resolution procedure is determined based on the correlated network correlation data,		
17	physical connectivity data, and virtual connectivity data.		
1	28. (New) The method of claim 27, further comprising:		
2	receiving a plurality of faults; and		
3	isolating the fault in the plurality of faults, the fault being a root cause of faults in		
4	the plurality of faults.		
1	29. (New) The method of claim 27, wherein the network device can be		
2	physical or logical.		
1	30. (New) The method of claim 27, wherein the defined resolution procedure		
2	comprises re-routing customers affected by the fault to a route not including the network device.		